

The Totton College Award for Training & Development

Chewton Glen Hotel & Spa

Contact: Anita Bower

Phone: 01425 282200

E-mail: anita.bower@chewtonglen.com

Website: www.chewtonglen.com

Chewton Glen is a 5 star luxury hotel offering a wide range of training and development opportunities for its staff.

At the heart of this has been the development of an Annual Training Plan which is managed by the in-house Human Resources team. This plan sits within the overall Business Objectives and subsequently, the Departmental objectives.

Regular staff appraisals help to identify individual and departmental needs. The information gathered during this process is then collated by the Human Resources team and is used to create specific training days which form part of the annual training plan. The appraisal process has led to a variety of training being introduced throughout the business including NVQ levels 2 and 3 in Hospitality, Food Preparation, Housekeeping, Business Administration, Customer Service, IT, Retail and Team Leading.



English Lessons are provided twice a week to staff needing to improve their language skills and following the purchase of a bespoke training package for all Heads of Departments, Chewton Glen have now implemented a suite of Supervisory training modules which are delivered internally twice a year to all new Management and supervisory staff.

The business receives frequent AA mystery guest visits, guest stay evaluations, trip advisor and the usual comment letters, all of which are used to evaluate, monitor or create training needs for team members. The majority of training is delivered in house but will use external trainers for a change to encourage fresh ideas to be brought to the organisation.



